

Country Liaison Officers (CLOs) & Delegations Coordinator - Learning and Development

Long Term / Short Term	Long Term	Classification	Level 14
		Reports To	CLOs and Delegations Manager

Pacific Labour Mobility Support Program (PLMSP)

Palladium is a global leader in the design, development, and delivery of Positive Impact – the intentional creation of enduring social and economic value. We work with governments, businesses, and investors to solve the world's most pressing challenges. With a team of more than 4,000 employees operating in 90-plus countries and a global network of over 35,000 experts, we help improve economies, societies, and, most importantly, people's lives.

The Pacific Australia Labour Mobility (PALM) scheme is a signature initiative for the Australian Government that enables workers from 9 Pacific Island Countries (PICs) and Timor-Leste to work in priority sectors in Australia. The Pacific Labour Mobility Support Program (PLMSP) builds on the successes of the Pacific Labour Facility (PLF) program, with a renewed focus on the provision of tailored support to worker sending countries to address their specific needs and priorities. Palladium is contracted to deliver PLMSP on behalf of Department of Foreign Affairs and Trade (DFAT).

PLMSP's role is to provide DFAT and governments in 9 PICs and Timor-Leste with support to enable workers to access PALM scheme in inclusive ways that maximise the benefits for the workers and national economies while minimising risks from labour mobility participation. PLMSP's primary functions include capacity building for PALM scheme labour sending units; skills development and training for PALM workers; support for returning PALM workers and their families; information system management; monitoring, evaluation, research and learning; and communications.

Purpose of Position

The Country Liaison Officers (CLOs) & Delegations Coordinator – Learning and Development will play a key role in supporting the effective delivery of CLO and partner-government activities under PLMSP. The position will coordinate allocated country portfolios and provide end-to-end operational support for CLOs, delegations, engaging with PALM scheme employers, workers and stakeholders in Australia.

Reporting to the CLOs and Delegations Manager, the Coordinator will be responsible for coordinating country portfolio activities, CLOs travel and funding requests, post-travel acquittals, delegation logistics, stakeholder liaison, records management and reporting. The role will work with CLOs, Labour Sending Units (LSUs), PLMSP staff, DFAT, DEWR, Approved Employers, service providers and community and industry representatives to ensure activities are well planned, safe, efficient, compliant and aligned to program objectives.

The Coordinator will support a systematic approach to improving CLOs practice, including contributing to developing SoPs, induction, learning activities, resources, records and continuous improvement processes.

Primary Responsibilities

The primary responsibilities of the Country Liaison Officers (CLOs) & Delegations Coordinator – Learning and Development can be broadly described as follows:

1. Country Portfolio Coordination

- ☐ Act as a primary operational contact for allocated partner-country portfolios, supporting day-to-day coordination with CLOs, LSUs and relevant PLMSP teams.
- ☐ Coordinate the implementation of agreed country-level activities, actions and follow-up arising from CLOs, LSU, delegation, travel, governance and program discussions.
- ☐ Maintain country records, action logs, trackers and supporting documentation to enable clear visibility of commitments, decisions, risks and next steps.
- ☐ Prepare routine updates, briefings, data inputs and reporting material on allocated country portfolio activities.
- ☐ Identify emerging operational issues, risks or workload pressures and escalate these to the CLOs and Delegations Manager as required.

2. CLOs Travel, Funding and Financial Administration

- ☐ Coordinate CLOs funding requests, including supporting CLOs to submit requests and prepare assessments for management approval.
- ☐ Provide travel and logistics support for CLOs, ensuring value-for-money principles are followed, trips are coordinated with relevant stakeholders and travel risks are identified, mitigated and managed.
- ☐ Coordinate travel bookings, itinerary preparation, funding documentation, per diem calculations and related correspondence.
- ☐ Process post-travel expense claims and invoices, ensuring relevant documentation has been received, checked and prepared for the PLMSP Finance team.
- ☐ Maintain detailed records of funding requests, approvals, travel reports and acquittals submitted by CLOs upon completion of their trips.
- ☐ Support expenditure tracking, forecasting inputs and routine reporting on CLO travel and funding activities.

3. CLOs Learning, Development and Professional Practice

- ☐ Support implementation of CLOs induction, onboarding and ongoing learning activities, including scheduling, logistics, attendance tracking, materials and evaluation data.
- ☐ Coordinate CLOs forums, workshops, peer-learning sessions and practice discussions, including agenda preparation, minute taking, action tracking and follow-up with the CLOs and Delegations Manager.
- ☐ Maintain CLOs learning calendars, training records, resource libraries and relevant practice materials.
- ☐ Contribute to the development and maintenance of CLOs practice guidance, role clarification resources, templates, frequently asked questions and Standard Operating Procedures.
- ☐ Support capability-building and continuous improvement activities that strengthen CLOs professional practice, role clarity, wellbeing and consistent service delivery.

4. Records, Data, Systems and Continuous Improvement

- ☐ Manage and maintain the CLOs directory and CLO-related resources to ensure online information is current and accessible.

- 🔗 Maintain accurate records across allocated country portfolios, including travel, funding, delegation, action, training and reporting records.
- 🔗 Use program systems, AI, data and technology appropriately to improve workflow, reduce duplication, support reporting and introduce more efficient ways of working.
- 🔗 Contribute to CLOs practice guides, PLMSP Standard Operating Procedures, templates and workflow improvements for engagement and support to CLOs.
- 🔗 Support monitoring, evaluation, research and learning activities by providing accurate data, evidence and implementation insights where required.

5. Relationships, Communication and Development

- 🔗 Develop and maintain respectful, professional and effective relationships with CLOs, LSUs, DFAT, DEWR, Approved Employers, service providers, community and industry representatives and PLMSP colleagues.
- 🔗 Proactively contribute to internal initiatives that improve team systems, service delivery, stakeholder engagement and consistency of practice.
- 🔗 Support onboarding, buddying or training of colleagues where appropriate and share knowledge, resources and lessons learned across the team.
- 🔗 Focus on self-development by assessing individual contribution against Palladium's Capability Framework, welcoming feedback and building skills in providing balanced feedback to others.
- 🔗 Create, promote and maintain an equitable, diverse and inclusive work environment by respecting different views, listening with empathy and resolving differences constructively.

Other

- 🔗 Other tasks as reasonably requested by the CLOs and Delegations Manager.
- 🔗 Travel locally and internationally, as required.
- 🔗 Advocate for Australian development priorities.
- 🔗 Foster equality, diversity and inclusion, drawing on capabilities from within the country/region wherever possible.
- 🔗 Comply with, and advocate for, DFAT's policies in all aspects of implementation, including gender, disability, fraud and anti-corruption, PSEAH, child protection and environmental and social safeguards. This includes incorporating policy principles into planning and everyday work, promoting process improvements, and reporting concerns to your Line Manager or Palladium's Integrity Hotline (details on Palladium website).
- 🔗 Operate with high levels of integrity, consistent with the intent of DFAT's Ethics, Integrity and Professional Standards Policy Manual.

Reporting Requirements

This role reports into CLOs and Delegations Manager. Reporting requirements may include but are not limited to:

- 🔗 Attendance at team meetings, other requested meetings and regional meetings (e.g. townhalls).

- Regular (minimum of monthly) one to one meetings with your line manager on the status of personal Key Result Areas (KRAs), career development discussions and any other matters.
- Palladium encourages flexible work practices to enhance wellbeing, productivity and team culture. For this role, we require that employees maintain an in-office presence for at least 50% of their working week. For example, if an employee works five days a week, they must spend at least three days physically in the office.

Minimum Education and Experience Required

- Demonstrated ability to communicate effectively and appropriately in a culturally diverse environment.
- High level of professionalism, diplomatic sensitivity and demonstrated experience working under pressure to meet deadlines.
- Strong attention to detail, with a demonstrated ability to follow processes and procedures.
- Demonstrated experience in event planning and management, including procurement, travel and logistics planning.
- Basic finance/accounting experience e.g. reconciling travel allowances.
- Highly developed communication skills, both written and verbal.
- Strong understanding and experience in arranging travel/events in rural or regional areas of Australia.
- Driver's licence and flexibility to undertake frequent travel, including after hours and weekends and including interstate and international where necessary.

Due to the evolving nature of our program, it is possible that the incumbent may be expected to undertake duties that fall outside the remit of their original Terms of Reference as reasonably required to ensure the ongoing success of the program.

Core Capabilities

Palladium's Core Capability Framework outlines the standard of performance and behaviours expected at each level within the organisation. It also provides a benchmark for assessing areas of potential strength as well as the identification of potential skill gaps or areas for development and improvement.

The project Capability Framework forms the basis of how we recruit, how we lead and the behaviours we exhibit, how we manage performance excellence and develop our future workforce.

Our capabilities link to a number of other processes, policies and guidelines including:

- Performance management/ performance excellence - setting and maintaining standards and helping employees excel and develop
- Career Pathways including our Career Progression Framework
- Organisational design – identifying any skills gaps, outlining job roles and responsibilities
- Development, growth, learning, and training
- Sustainable business – going beyond compliance to ensure sustainable and ethical considerations are woven throughout everything we do. This aligns equity, diversity and inclusion; safeguarding; and environmental objectives